

# 4th Estate Quota Management &

## ACQTAS Help Desk



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**September 12-14,  
2007**

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# **Presentation Agenda**

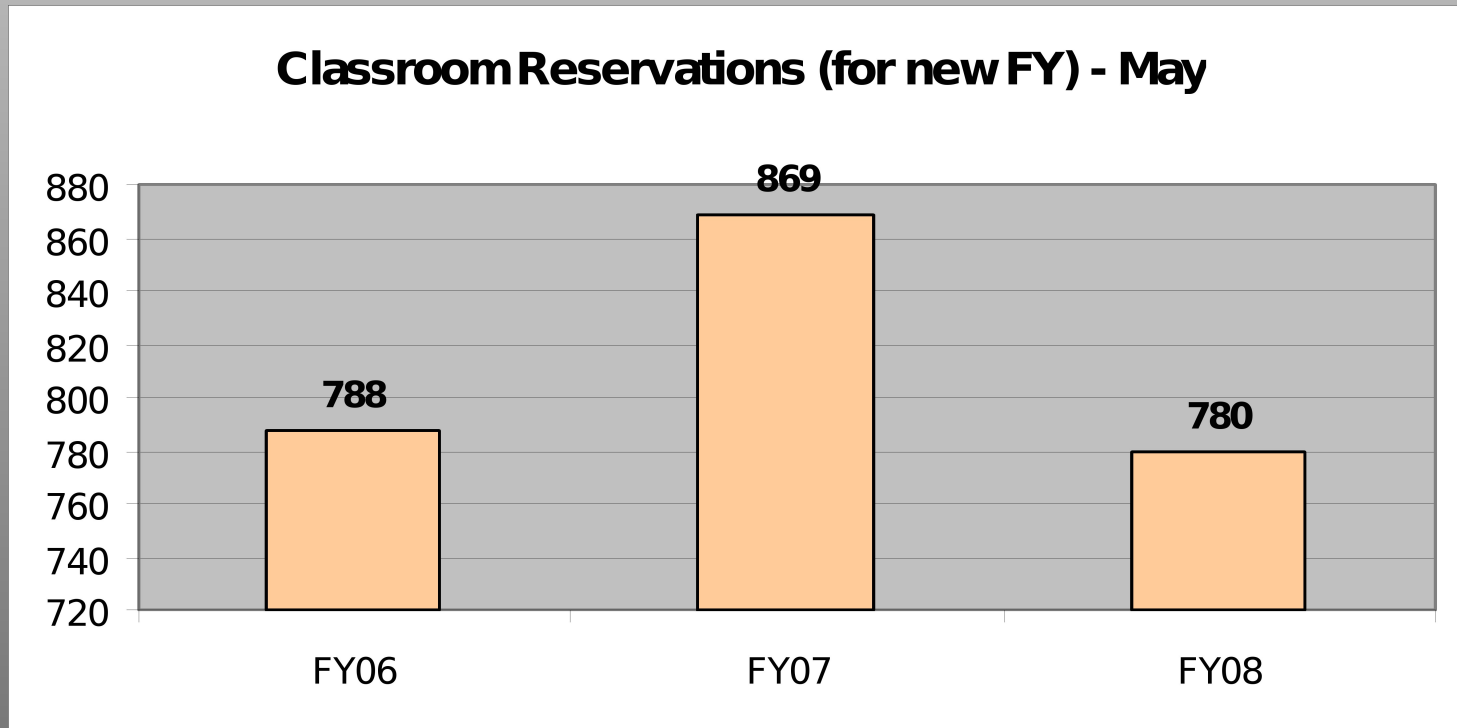
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## **Quota Management & ACQTAS Help Desk Presentations:**

- 1. Reservation Statistics - Year to Date.**
- 2. Reservations - Summary - Year to Date.**
- 3. CAP Situation for DAU Courses for FY 08.**
- 4. No Shows - discussion.**
- 5. Quota Management tips.**
- 6. ACQTAS Help Desk.**

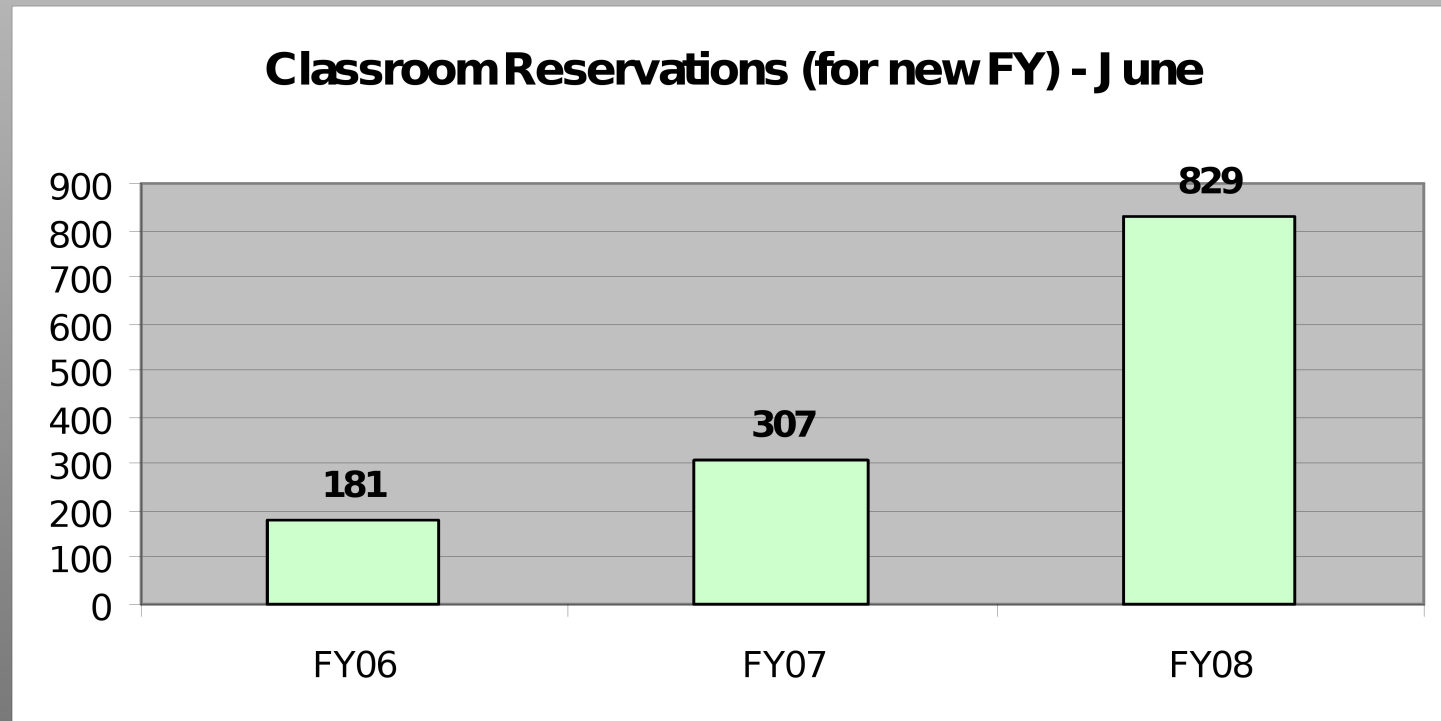
# 1a. Reservations Statistics

## May FY 06 vs FY 07 vs FY 08:



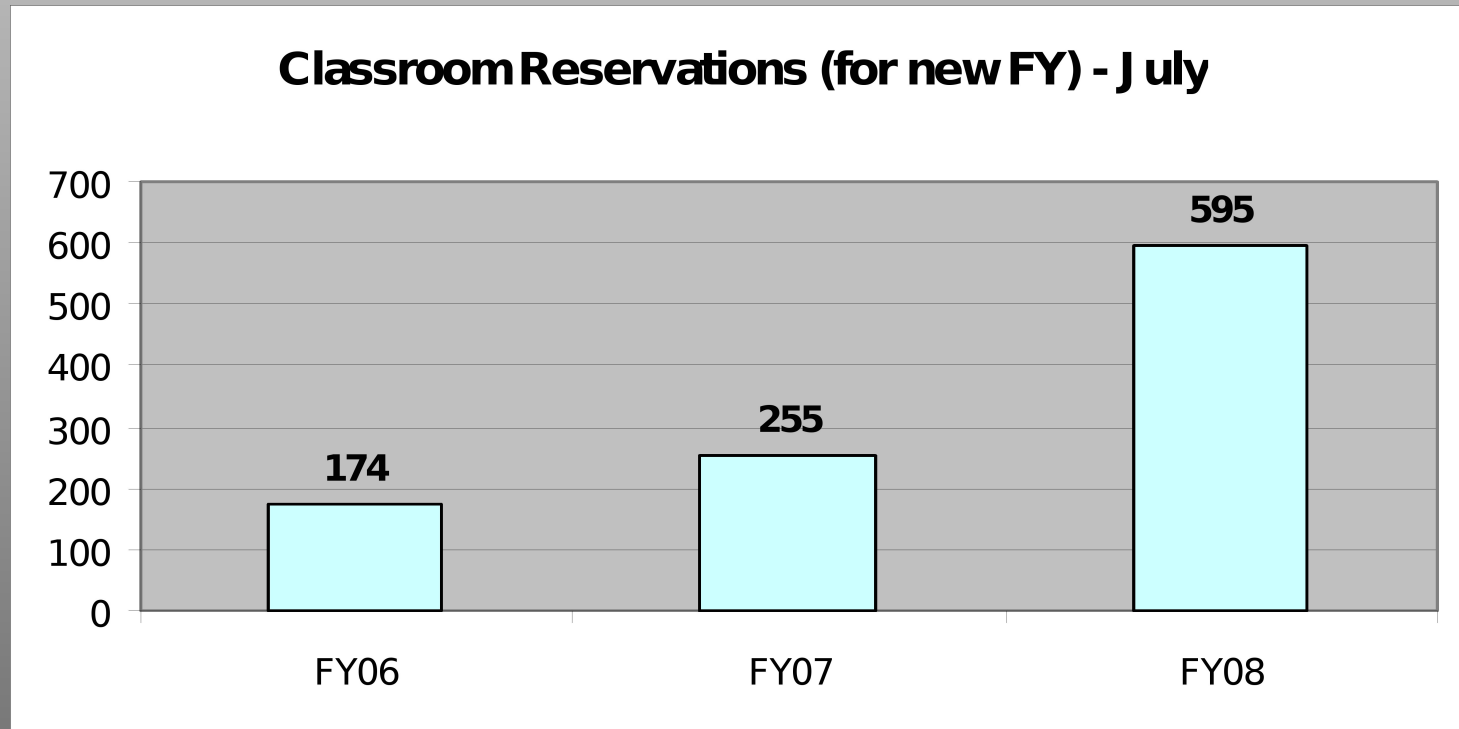
# 1b. Reservation Statistics

**June  
FY 06 vs FY 07 vs FY  
08:**



# 1c. Reservation Statistics

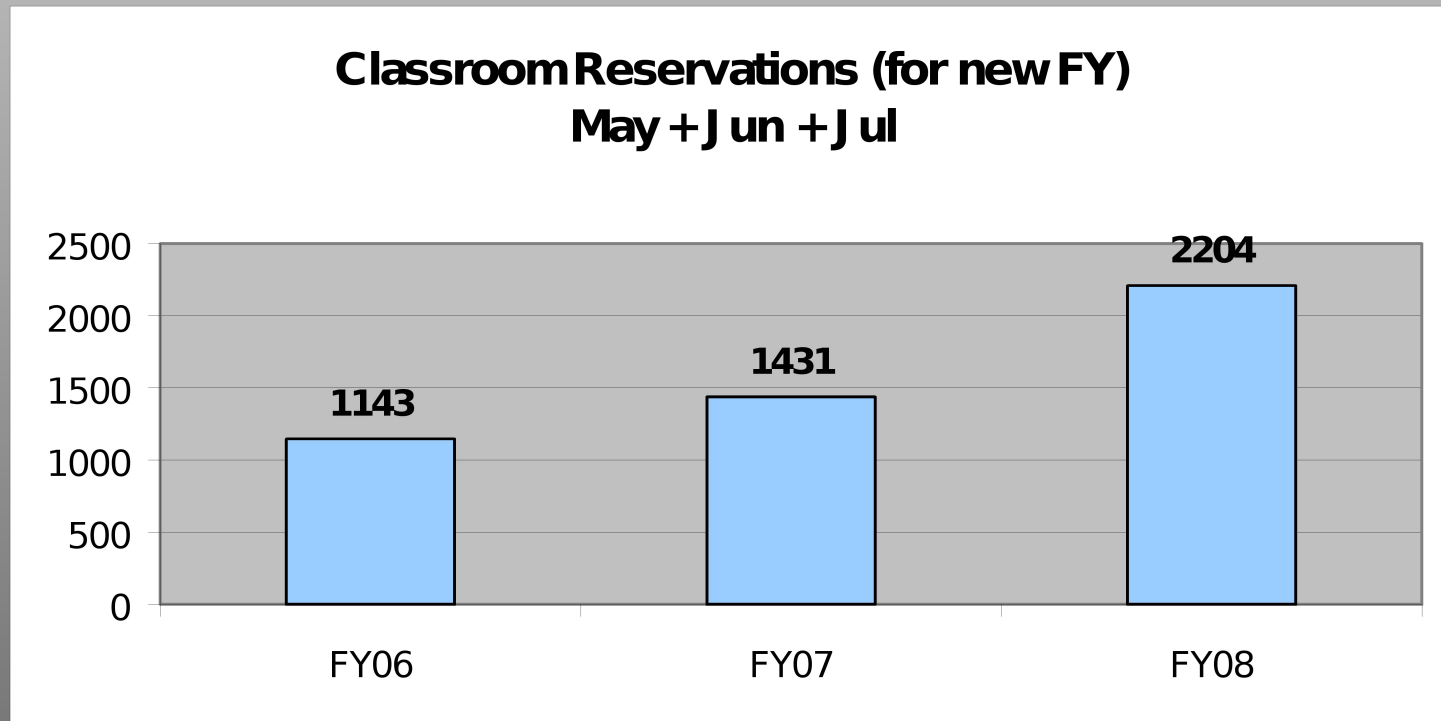
**July**  
**FY 06 vs FY 07 vs FY**  
**08:**



# 1d. Reservation Statistics

**1<sup>st</sup> Three Months (May + Jun + Jul)**

**FY 06 vs FY 07 vs FY 08:**



# 1e. Reservation Statistics

## 4<sup>th</sup> Estate Quota Statistics

**FY 06 vs FY 07 vs FY 08:**

4th Estate Quota Statistics			
Reservations - classroom only			
MONTH	FY06	FY07	FY08
MAY	788	869	780
JUNE	181	307	829
JULY	174	255	595
TOTAL	1143	1431	2204
INCREASE over Previous FY	n/a	25%	54%
INCREASE over Previous FY	n/a	288	773

## 2a. Reservations - Summary

### FY 08 - Results Year to Date:

- Monthly results:
- The number of reservations made in May of this year was slightly less than in FY 07. However, the number of reservations made in June and July far exceeded FY 07.
- Cumulative results:
- The cumulative result was that FY 08 reservations made in May, June and July **INCREASED** over FY 07 by 773 reservations, an increase of 54%.



## **2b. Reservations - Summary**

### **Benefits of Increased Reservation Activity:**

- **Reservations made EARLY (May, June, July), for the upcoming FY (FY 08), provide students with MANY more cost effective seats to choose from, thereby saving significant travel funds.**
- **Utilizing cost effective seats benefits the 4<sup>th</sup> Estate in two ways:**
  - **Students can choose more local classes that have NO associated travel costs, and**
  - **If students do have to travel, they can choose locations with lower travel costs than if they wait until later in the FY.**

### **3. CAP situation - FY 08**

#### **4<sup>th</sup> Estate CAP Situation:**

- **The 4<sup>th</sup> Estate has only met its CAP in two DAU courses (as of 22 Aug 2007) - CON 234 and LAW 801.**
- **A CAP shortage for FY 08 may possibly occur in CON 100, CON 120, CON 215 and CON 218. If the 4<sup>th</sup> Estate runs out of CAP in these, or any courses, the DACM office will take action to procure more CAP.**
- **If you get “CAP met” warnings when attempting to make reservations, contact the DoD DACM office. A request to DAU for a CAP increase will be initiated.**

## **4. No Show Discussion**

### **Avoiding No Shows and Now Show Excusals:**

- Obviously the best way to avoid “no shows” is for the student to plan their training on a realistic basis, based on workload and other commitments, and to follow through and attend training.
- If students have a reservation but subsequently determine that they can not attend a DAU class, they need to apply for “cancellation approval” as soon as possible in ACQTAS.
- Quota Managers must monitor Cancellation Requests on a regular basis. Another student should be substituted into the reservation if one is available, and if not, the Quota Manager should simply approve the cancellation request.
- If a student does receive a “no show”, and has a valid reason (e.g., medical emergency, car accident, etc.), then the Quota Manager should excuse the “no show” penalty in ACOTAS.

# **5. Quota Management tips - FY 08**

## **Quota Management tips:**

- **Stay in contact with your Acquisition Workforce employees and encourage them to continue to make their DAU training reservations as soon as possible in the coming months.**
- **Be sure that your employees know that they can, and should, make multiple waits when they can not obtain a reservation. A student can make as many waits as they want for any course. The first class with a vacant seat will cause a wait to "roll into" a reservation, and automatically cancel the remaining waits.**
- **If you have onsite classes, fill them first. Quotas are assigned to these classes and must be used. Be sure to fill onsite classes prior to class Roll Dates. Once onsites are filled, then make reservations in resident classes.**
- **Encourage students to walk into a class if they can not get a reservation in a local class. A "walk in"**

# **6. ACQTAS Help Desk**

## **Help Desk Overview**

- **The ACQTAS Help Desk has been staffed by ASM Research since July 2005. There is one dedicated Help Desk Technician, and three Help Desk Technicians who are fully cross trained on ACQTAS support issues.**
- **The ACQTAS Help Desk operates from 7:30 AM to 5:30 PM (EST), Monday through Friday. A voicemail system receives calls outside of operating hours, which are then returned the next business day. Telephone: 703-645-0161. Email: [acqtasHelp@dau.mil](mailto:acqtasHelp@dau.mil)**
- **The ACQTAS Help Desk has handled 2,377 emails and 776 phone calls from January 01 through August 22, 2007.**

# **In Summary**

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**If there is anything that the  
DoD DACM office can do  
to help you achieve your  
Acquisition goals, please  
let us know!**

**DoDDACMQuotas@asmr.co  
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